

Hill Surgery Action Group (HSAG) committee meeting

Date: 13th May 2024 17:00hrs

Online meeting via Zoom

Minutes: Nick Andrews

Attendees

(Chair and secretary) Nick Andrews, (Vice Chair) Maxine Green, Anita Waters, Karen Purser

Order of business

1. Review of minutes of HSAG meeting on 18th March 2024 (carried over from 22.04.24).

Approved: Maxine Green

Seconded: Karen Purser

Comments / Actions: None

2. Review of minutes of HSAG meeting on 22nd April 2024.

Approved: Anita Waters

Seconded: Karen Purser

Comments / Actions: None

3. Review the future of HSAG

This is an important time for both the HSAG and the PPG. With the Chair and Vice-chair of HSAG now elected officers of the PPG we have to ask the question: How relevant is the HSAG, and how long should we aim to keep it active?

All agreed that the HSAG should continue as an independent body, as we have the advantage of a sizeable patient membership that gives us important feedback on practice performance.

MG suggested that we continue for at least another 6 months to allow us to review PPG / Practice interaction and better leverage the advantages of the HSAG website. This was agreed by all.

It was also pointed out by AW that the PPG committee still required a secretary and treasurer.

4. Membership on NextDoor and the Website

Nextdoor IT support confirmed that it was not currently possible to download a CSR document of any Nextdoor group membership names. NA will generate multiple screenshots of all 211 current HSAG group members and forward these to MG, for creation of an Excel spreadsheet that can be used to remove any duplications on the website.

5. How does the HSAG bring concerns to the attention of the practice?

MG proposed that the practice complaints procedure, records and responses needs to be raised as an agenda item for the next PPG meeting.

AW suggested looking at the Patients Association on the National PPG website.

MG proposed that KP and AW apply for membership of the PPG via the practice website, to (a) check functionality of the application process and (b) add voting power to the PPG.

6. Discuss the progress of the HSAG website

It was proposed by NA that website registration allows access to 'members only' pages, and that non-registered visitors can only view the front pages. Members would have to log-on to access those pages. Paul Rodger (absent) be asked for his view on this proposal.

Access to the HSAG webmail for KP and AW discussed. MG offered to review the inboxes and forward emails to both KP and AW as appropriate. NA suggested that direct access to webmail was possible by both. PR to be asked for his opinion on this.

7. Outstanding concerns

1. Samples handling by the practice staff – **we need confirmation of the process, and details about what happens when there are too few staff to process them in time for collection.**
2. Patient records availability via Patient Access /NHS App
HSAG needs to request via the PPG to have an internal meeting with a member of the practice IT to understand the mechanism that links patient records to Patients Know Best and the NHS App, and why those records are minimized in terms of content. How easy is it to request a more detailed record including results, etc.
3. CallCare customer satisfaction survey Nextdoor poll result. Sadly only 47 members have responded to the poll (22% of our total Nextdoor membership), although this may be skewed by members migrating to the website. Results as follows:
Never been offered a call-centre survey: 74% (35)
Never called the call-centre: 15% (7)
Yes, I have completed a call-centre survey: 11% (5)
Can we poll on the website via email?
Should we include that poll in the patient survey?
NA to assess the accuracy of the reports by CallCare at the recent PPG meeting, compared with separate assessments by MG and David Standen, PPG Chair.

MG to email our website members and ask the same questions as the Nextdoor poll.
4. Engage Consult; has an explanation of how to use it now been posted on the practice website?
No instructions for patients yet on practice website, as promised by Julie Holloway (Operations Manager) at last PPG meeting.
5. Patient / Practice / Pharmacy workflow. To be explained by Dr. Radia at the next PPG meeting.

8. Discuss the upcoming ICB meeting

Maxine has been invited by Sally Hunter of NHS Sussex ICB to attend a Teams meeting. She suggested that NA also attend that meeting, if possible. Date to be confirmed.

At MGs suggestion we agreed to postpone any meeting by 1 month to give to an opportunity to ask about CQC assessment of the Hill Surgery i.e. is it mandatory for a new merged practice with poor history and if so is it imminent?

9. Any Other Business

AW asked NA if his reply to the Hastings Observer reporter had been sent. NA explained that due to computer problems he had been offline for almost a week and had not yet sent his reply.

MG suggested that NA revise his reply to include more detail about the HSAG website, and to ensure that the content is not too inflammatory with regard to either the PPG or the practice.

NA will revise his reply and distribute it to all HSAG committee members for approval before reply to the Observer.

MG proposed that ahead of the next PPG meeting she put together a short survey asking questions about their relationship with the Hill Surgery, and email these to 19 local pharmacies. All present agreed.

Meeting closed at 19:00 hrs. Next meeting – PPG meeting on Friday 24th May

Note: NA sends his apologies but will be attending a previously booked event that evening